

ABSTRACT OF THE DISCLOSURE

[0028] Related communications are organized in one or more databases even though communications may originate from different devices (e.g., facsimile machines, telephone voicemail systems, etc...). Once organized, the communications are easily retrieved. Extensible mark-up language ("XML") based messages, using substantially the same Document Type Definition ("DTD"), associated with the communications are exchanged between a mediation web server and one or more client web servers to allow communications in diverse formats to be exchanged and compared to previously stored messages to determine if they are related and stored in one or more appropriate databases.